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A STUDY OF USER ACCEPTABILITY OF THE AIR FORCE COMMUNICATIONS-ELECTRONICS (C-E) SYSTEM OF VAMOSC

bv

Desmatics Staff

- STATISTICS -

OPERATIONS RESEARCH—

MATHEMATICS -



DESMATICS, INC.

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Applied Research in Statistics - Mathematics - Operations Research

A STUDY OF USER ACCEPTABILITY OF THE AIR FORCE COMMUNICATIONS-ELECTRONICS (C-E) SYSTEM OF VAMOSC

bу

Desmatics Staff



TECHNICAL REPORT NO. 118-13

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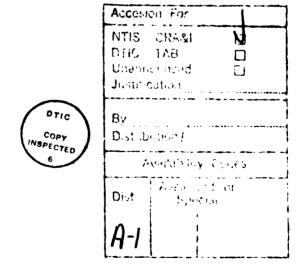
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3. to determine the usefulness		system products me C-E system and its products				
4. to gather user ideas for in	mprovements to ti	is a photomorphist frame (

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5. to obtain information about the anticipated use of COSTCASTER, a cost-prediction and trade-off model for Air Force ground C-E equipment.

This report contains the background of the study development of the survey, analysis and discussion of the survey results and conclusions.

It must be stressed, however, that in order for the C-E system to be helpful in practice, as well as in theory, it must produce output products which provide accurate and complete cost information. Unfortunately, the system was placed in operation while it still contained significant defects. Although corrections to a number of those defects have been specified, they do not include the most significant ones. These involve deficient depot and base-level maintenance input data. The Office of VAMOSC has decided, therefore, to suspend operation of the C-E system. Thus, the survey results are currently moot. However, should the decision be reversed in the future, the information obtained through this survey should prove of value to the Office of VAMOSC in assessing the usefulness of the C-E system products and possible modifications that should be made to those products.

I. INTRODUCTION

Desmatics, Inc., under Contract No. F33600-82-C-0466, is conducting an evaluation of the Communications-Electronics (C-E) subsystem of VAMOSC, the Air Force Visibility and Management of Operating and Support Costs system.

The C-E system, D160A, collects and displays Operating and Support (O&S) costs for items of ground communications-electronics and meteorological equipment.

This report documents the results of a C-E system user acceptability study. The Statement of Work for this task stresses the importance of having the C-E system meet the needs of its user community:

"The D160A (C-E) subsystem of the VAMOSC system has been designed in part to aid in high level decision-making activities related to acquisition planning, trade-off analyses, and budgeting by HQ USAF, DOD, and defense contractors. It is important that the C-E system meet the needs of its user community and that the Office of VAMOSC be responsive to these needs. Therefore, the Office of VAMOSC intends to assess the utility and acceptability of the C-E system and its output products to its users."

Because the C-E system is not yet a mature system, it is currently not being used extensively. Thus, the Desmatics acceptability study focused primarily on potential, rather than current, users of the C-E system. The study had five primary goals:

- (1) to identify potential users of the C-E system,
- (2) to inform them about the type of cost information which the C-E system is designed to provide,
- (3) to determine the usefulness of the current system products,
- (4) to gather user ideas for improvements to the C-E system and its products,
- and (5) to obtain information about the anticipated use of COSTCASTER, a cost-prediction and trade-off model for Air Force ground C-E equipment.

The user acceptability study was based on the administration of a survey.

The background of the study, development of the survey, analysis and discussion of survey results, and conclusions are addressed in the following sections of this report.

II. BACKGROUND

This section describes the background of the Desmatics C-E system user acceptability study, which was based on the administration of a written survey to the C-E system user community. This community, as defined in the context of this report, includes both current and potential users of the C-E system. Because the C-E system has not yet evolved to maturity, the latter category prevails. Determining the nature and extent of the user community began with the compilation of a list of specific individuals/offices who were, in the judgement of Desmatics, current or potential users.

Desmatics' initial list of users/potential users consisted of attendees of the May 1984 Tri-Service VAMOSC Conference who indicated interest in the C-E system and attendees at C-E/COSTCASTER briefings. The Office of VAMOSC reviewed this list and made a number of additions, including individuals who had requested C-E system output.

In order to locate additional users/potential users, a letter requesting the names and addresses of individuals who might be potential C-E system users was prepared by Desmatics. An attachment to the letter provided a brief description of the C-E system. After a review of the letter by the Office of VAMOSC, it was signed by the HQ USAF/LEYE Deputy Chief and then mailed to the individuals/offices on the initial list. A copy of the letter and the attachment describing the C-E system is provided in Appendix A. Of the letters mailed, 18 were returned. Most of these responses identified a number of potential users. A master list for the survey mailing was compiled from these responses.

III. C-E SYSTEM USER SURVEY

The major part of the C-E system user acceptability study consisted of the design, administration, and analysis of a written survey. Questions included in the survey were developed by Desmatics based on its knowledge of the C-E system and on information obtained from attendees of C-E/COSTCASTER briefings. The survey was constructed through a series of drafts which were reviewed internally and revised. A draft was then submitted to the Office of VAMOSC for approval, and after minor modification the final version was prepared.

The survey, which was mailed to a total of 113 addressees (offices/in-dividuals) on the master mailing list, was accompanied by a set of four attachments to be used as reference when completing the survey:

Attachment 1: Overview of the Ground Communications-Electronics (C-E) System

Attachment 2: C-E System Output Products

Attachment 3: C-E System Standard Products-Sample Reports

Attachment 4: COSTCASTER: Cost-Prediction/Trade-Off Model for Ground C-E Equipment

A postage-paid business reply envelope was included with the survey for its return. A copy of the survey and its attachments is given in Appendix B.

The surveys were mailed in January 1987. Approximately four weeks later the Office of VAMOSC sent a follow-up letter. In all, a total of 47 surveys were returned, a response rate of 42%.

The survey itself consisted of a total of eighteen questions of three types: multiple-choice, rating-scale, and open-ended. For the sake of brevity and ease of response, most questions were of the first two types.

Background questions requested the respondent's name and address (optional), type of employer, and work-related tasks involving C-E equipment. Respondents were asked if they have a current or future need for &S cost information on C-E equipment. Those responding in the affirmative were asked a series of questions designed to assess the usefulness of the C-E system and the COSTCASTER model in their current or future work. In addition, these respondents were asked for suggestions for enhancements to the C-E system and its outputs.

IV. RESULTS AND ANALYSIS

Survey respondents were classified into two main groups according to whether or not they are "potential" users of the C-E system. The respondents classified as POTENTIAL C-E USERS were requested to complete the entire questionnaire. The respondents classified as C-E NONUSERS were requested to answer only questions to identify their current employer and the type of tasks they perform which involve C-E equipment. In subsection A, the respondents are categorized according to their current employer and their need for and familiarity with the C-E system. In subsection B, the responses to each survey question are summarized and analyzed.

A. CLASSIFICATION OF RESPONDENTS

Based on responses to Questions 2, 4, and 7, each respondent was categorized according to current employer and need for and familiarity with the C-E system. This exceparization is summarized in Table 1.

The row classification in Table 1 corresponds to the respondent's employer. The column classification refers to the type of need for and familiarity with the C-E system. Five categories are identified; these are:

NO NEED FOR C-E.

NEED: NEVER HEARD OF C-E,

NEED: HEARD OF C-E BUT NOT SEEN C-E.

NEED: HEARD OF AND SEEN C-E.

and NEED: C-E USER.

Classification into these five categories was based on the responses to Questions 4 and 7, which inquired about the respondent's need for and degree of familiarity with the C-E system.

			NEED:			
		NEED:	HEARD	NEED:		
		NEVER	OF C-E	HEARD		
	NO NEED	HEARD	BUT NOT	OF AND	NEED:	ALL
	FOR C-E	OF C-E	SEEN C-E	SEEN C-E	C-E USER	CATEGORIES
	!		;	!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!	1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
EMPLOYER						
111111111111111111111111111111111111111						
AIR FORCE	13	2	17	2	7	38 (81%)
DOD CONTRACTOR	1	I	e	2	7	7 (15%)
DEPARTMENT OF DEFENSE	1	t	i	ı	ı	1 (22)
NAVY	ı	ı	ı	-	l	1 (2%)
TOTAL RESPONDENTS	15 (32%)	2 (4%)	20 (43%)	8 (17%)	2 (47)	47 (100%)
		POTENTI	POTENTIAL C-E USERS: 32 (68%) Respondents	32 (68%) Res	spondents	
		—→ C-E NONUSERS:	USERS: 15 (32	15 (32%) Respondents	S	

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Table 1. Respondent Categorization

Each respondent was subsequently classified as either a <u>POTENTIAL C-E</u>

<u>USER</u> or a <u>C-E NONUSER</u> for purposes of analysis. A respondent was classified as a <u>POTENTIAL C-E USER</u> if he/she indicated a current or future need for O&S cost information on C-E equipment. If no such need was indicated, the respondent was classified as a C-E NONUSER.

As previously mentioned, a total of 47 surveys were returned to Desmatics, Inc. for analysis. A breakdown of these 47 surveys showed 38 (81%) were Air Force employees, 7 (15%) were DOD Contractor employees, 1 (2%) was a DOD employee, and 1 (2%) was a Navy employee. Only 2 (4%) respondents had actually used C-E system output products prior to this survey. Furthermore, 32 (68%) respondents were classified as POTENTIAL C-E USERS and 15 (32%) were classified as C-E NONUSERS.

B. ANALYSIS OF SURVEY QUESTIONS

The following pages provide a summary and analysis of the responses to each survey question. Note that Question I is not discussed because it was an optional question requesting the respondent's name and address.

Question 2. Who is your current employer?

All respondents (N=47) were requested to answer this question, and there were no nonresponses. A look at the results above shows that the majority of respondents, 81%, were Air Force employees. The only other category with a significant share of respondents was that of the Department of Defense Contractors, which accounted for 15% of the respondents.

Question 3. Which of the following tasks involving C-E equipment do you perform in your work? Please check all that apply. 13% My work does not involve C-E equipment 28% Life cycle cost management 36% Trade-off analysis 32% Budget preparation 38% Life cycle cost modeling/forecasting 43% Reliability/maintainability studies 40% Logistics forecasting/management 21% Manpower forecasting/management 45% Systems comparison (existing or conceptual) 6% DSARC submissions 30% Evaluate product performance agreements (warranties, maintenance agreements, etc.) 40% POM submissions 21% Other(s), please specify:

All respondents (N=47) were requested to answer this question. There were no nonresponses to this question. Table 2 provides a breakdown of the responses by respondent group. As can be seen from this table, the tasks performed by at least 50% of <u>POTENTIAL C-E USERS</u> were Systems Comparison (59%), Life Cycle Cost Modeling/Forecasting (56%), Trade-Off Analysis (53%), Logistics Forecasting/Management (53%), and Reliability/Maintainability Studies (50%).

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		ALL RESPONDENTS N=47	POTENTIAL C-E USERS N=32	C-E NONUSERS N=15
	MY WORK DOES NOT INVOLVE C-E EQUIPMENT	13%	20	204
ъ.	LIFE CYCLE COST MANAGEMENT	28%	41%	20
· ·	TRADE-OFF ANALYSIS	36%	53%*	20
D	BUDGET PREPARATION	32%	% 77	7%
щ·	LIFE CYCLE COST MODELING/FORECASTING	38%	*%95	20
<u>.</u>	RELIABILITY/MAIN- TAINABILITY STUDIES	45%	50%*	27%
ن.	LOGISTICS FORE- CASTING/MANGEMENT	205	53%*	13%
н.	MANPOWER FORE- CASTING/MANAGEMENT	21%	28%	7%
. i	SYSTEMS COMPARISON	45%	*%65	13%
J.	DSARC SUBMISSIONS	29	26	20
×.	EVALUATE PRODUCT PERFORMANCE AGREEMENTS	30%	31%	27%
ľ.	POM SUBMISSIONS	207	277	33%
Σ.	OTHER	21%	22%	20%

*Denotes those tasks performed by at least 50% of the respondents in a given group.

Summary of Responses to Question 3.

Table 2.

Of the 47 respondents, 10 (21%) indicated that they performed other tasks involving C-E equipment. One respondent did not state what these tasks were. The remaining responses were:

POTENTIAL C-E USERS

- Computer Resource Life Cycle Management Plan and Technical (Engineering) Support.
- Resolve myriad of issues between wholesale (AF) supplier and retailer (AF) user of Ground C-E equipment.
- Assessment of C-E Equipment Availability, Reliability, and Sustainability.
- Software Support and Computer Resources Support.
- Evaluation of modification proposals.
- ILS/O&S Estimating.

C-E NONUSERS

- Technical Order Management and DO56/B40 Data Management.
- My programs are Automated Test Equipment, so from that standpoint I occasionally get involved with testers that test communications equipment. That is as close as I get to C-E equipment.
- Plans and programs involving transition of Communications Electronics Technology to systems development, excluding FYDP and long (20 yrs.) range planning.

Question 4. Do you now have (or do you anticipate in the future) a need for O&S cost information on C-E equipment?

 $\frac{68\%}{2}$ Yes $\frac{32\%}{2}$ No (If no, please stop here and return your questionnaire in the enclosed envelope.)

All respondents (N=47) were requested to answer this question, and there were no nonresponses. Of the 47 respondents, 32 (68%) answered "yes" and 15 (32%) answered "no." This question was used as a filter question to distinguish between POTENTIAL C-E USERS and C-E NONUSERS. A respondent who answered in the affirmative was requested to complete the remainder of the questionnaire, and was subsequently classified as a POTENTIAL C-E USER. A respondent who answered in the negative was requested to stop and return the already completed portion of the survey; he/she was subsequently classified as a C-E NONUSER.

Question 5. At what level(s) of detail do you (or will you) require O&S cost information on C-E equipment? Check all that apply.

75% End Item Level
72% Recoverable Component Level
9% Other (Please specify)

Only POTENTIAL C-E USERS (N=32), i.e., those who responded affirmatively to Question 4, were requested to answer this question. There were no nonresponses to this question. Of the 32 respondents, 24 (75%) indicated that they require O&S cost information on C-E equipment at the End Item Level and 23 (72%) required this information at the Recoverable Component Level. Furthermore, 16 (50%) indicated a need for O&S cost information at both levels.

Three (9%) respondents indicated a requirement for information at other levels of detail. Their responses were:

- Computer Software Configuration Item (CSCI).
- In certain instances, I can see benefits from a capability to summarize data to the "L" System (e.g., 407L, 465L, etc.) Level. This need is in line with emphasis on Weapon Systems Management currently being expressed with USAF and DOD.
- Systems or Sub-system level.

Question 6. Where do you currently obtain your C-E 0&S cost information?

58% I do not currently have access to C-E
0&S cost information.

42% I obtain C-E 0&S cost information from
(please specify):

POTENTIAL C-E USERS (N=32) were requested to answer this question. There was one nonresponse. Of the 31 responses, 18 (58%) indicated that they currently have no access to C-E O&S cost information. The remaining 13 (42%) indicated some access to C-E O&S cost information. Their responses regarding the sources of such information were:

- CFWO (Assessment Branch) and CFC (Program Management Division).
- VAMOSC (mentioned by two respondents).
- HQ AFCC/ACO.
- Rough estimates based on manufacturers data, projected reliability, maintenance support contract costs.
- Various sources including Defense Logistics Studies Information Exchange, AFR 173-13.
- To-date these type data, when absolutely required to accomplish assigned SM-ALC/MMC mission, are gathered from a variety of data systems and manual records.

 There is today a significant distrust of Maintenance Data Collection (MDC) that does exist, and there is a vast shortfall relative to C-E's equipment within the MDC systems. Therefore, our personnel routinely go to other, less accessible, more manpower intensive, but more accurate sources.
- Budget records.
- Operating Commands (SAC, TAC, etc.).
- Minimal Support from SM-ALC and AFCC.

- Special one-time studies.
- Functional experts.
- (AFR) 66-1.

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Question 7. Are you familiar with the Air Force VAMOSC C-E system?

- 6% I had never heard of the C-E system prior to this survey.
- 63% I had heard of the C-E system prior to this survey, but I had not seen any C-E system output products.
- 25% I had heard of the C-E system and had seen some C-E system output products prior to this survey.
- 6% I had used the C-E system output products prior to this survey.

POTENTIAL C-E USERS (N=32) were requested to answer this question, and there were no nonresponses. Of the 32 respondents, 30 (94%) had heard of or actually used the C-E system. Only 2 (6%) of the respondents were in this latter group. It may also be noted that 22 (69%) of the POTENTIAL C-E USERS had never seen any C-E system output products prior to this survey.

Question 8. Please indicate the potential usefulness of the C-E O&S Cost Report to you in your current or future work.

19% Very Useful

44% Useful

28% Somewhat Useful

3% Not Useful

6% Don't Know

POTENTIAL C-E USERS (N=32) were requested to answer this question, and there were no nonresponses. Of the 32 respondents, 29 (91%) indicated that the C-E O&S Cost Report would be helpful in their current or future work.

Only 1 (3%) respondent indicated that this report would not be useful, and 2 (6%) said they could not assess the potential usefulness of the Cost Report.

Question 9. Is the level of visibility within the major cost groupings adequate for your current (or future) work, or is more cost visibility required in some area(s)?

75% Visibility is Adequate
25% More Visibility Required
(Please indicate where it is required.)

POTENTIAL C-E USERS (N=32) were requested to answer this question, and there were no nonresponses. Of the 32 respondents, 8 (25%) indicated that more visibility was required within the major cost groupings. Their comments were:

- Does not consider software impact to support of processor driver hardware. Probably not within the scope of the model; However, it is a significant life-cycle cost factor.
- Attachment I says DSD D160A is to report & retain life-cycle O&S cost for C-E systems. A major portion of this life cycle cost, namely software & software support has been omitted. Focusing solely on hardware cost is misleading and obviously not the total O&S cost.
- Would need to know much more about the "equitable" allocation of costs to specific equipment. Are training costs included?
- In certain instances, I can see benefits from a capability to summarize data to the "L" System (e.g., 407L, 465L, etc.) Level. This need is in line with emphasis on Weapon Systems Management currently being expressed with USAF and DOD.
- LSC needs breakdown.
- Again system or major sub system groupings.
- Operating systems in the field.

One respondent had fairly extensive comments which are given in Appendix C.

Question 10a. Could you use the information in the 0&S Cost Report without any supporting documentation describing the cost categories on the report?

44% Yes 56% No

POTENTIAL C-E USERS (N=32) were requested to answer this question, and there were no nonresponses. Of the 32 respondents, 14 (44%) indicated that they could use the information in the O&S Cost Report without any supporting documentation describing the cost categories, while 18 (56%) indicated that they could not use the information without supporting documentation. Those respondents who answered negatively were requested to read Attachment 1, which provides an overview of the C-E system, and then to answer Question 10b. The other respondents were requested to continue with Question 11.

Question 10b. If your answer was "No," are the descriptions of the cost categories provided in Attachment 1 detailed enough for your needs?

56% Yes
44% No (Please indicate what needs to be added to the descriptions.)

Only respondents who answered "no" to Question 10a (N=18) were requested to answer Question 10b. There were no nonresponses. Of the 18 respondents, 10 (56%) answered that the descriptions in Attachment 1 were detailed enough, while 8 (44%) answered that the descriptions were not detailed enough. The comments of those latter respondents were:

- Need cost comparisons of similar equipment maintained by contract vs. blue-suit.
- Not Self Explanatory.
- Better.
- Need to know specifics, allocation methods, Degree of homogeneity of data for that group, what units were costed (P.1 of atch. 3 - 217 of 370 units were costed, were those w/wide, CONUS only? Are they representative).
- I would have concern about the allocation process/CERs used to allocate costs. Clearly systems differ to the amount of labor/materials required. Often the justification for a new system is to change one of these variables. Some access to the CERs is/would be necessary.
- The complete description of the figures: the data source, the algorithms, and the description of the cost element.
- Source of data. Procedure for validating data. How is invalid data handled? How much data is invalid? More detailed description, including sub-elements if appropriate.
- It should go down to the LRU, on demand.

Question 11. Do you have any suggestions for additions, deletions, or modifications on the O&S Cost Report that you did not mention in Question #9? If so, please note them here.

POTENTIAL C-E USERS (N=32) were requested to answer this question. Of the 32 respondents, 26 (81%) did not provide comments, while 6 (19%) provided comments. Their comments were:

- Need to be able to enter data base on more familiar nomenclature designators than the TMS, e.g., TRC-170 radio, Z-100 microcomputer, Northern Telecom DMS-150 switch, etc.
- Add: Acquisition and training costs to "Indirect Personnel." Replacement Support Equipment and Rep Spares Costs. Medical should be placed under "Installation Support" rather than "Indirect Personnel."
- Ensure implementation of category #8-Training.
- Spares costs are omitted, Training is hazy, fuel costs become rapidly outdated. Data bases used are suspect themselves even prior to allocation.
- List of items and categories of items contained in the database.

One survey had extensive comments which are given in Appendix C.

Question 12. Using the scale below, please rate the potential usefulness of the output products to you in your current or future work, and note any suggestions or comments you may have, identifying specific products by letter. (Use back of page if more space is needed.)

Very Useful
Useful
Somewhat Useful
Not Useful
Don't Know

POTENTIAL C-E USERS (N=32) were requested to answer this question after reading attachments 2 and 3, which provide descriptions and samples of C-E system output products. The number of nonresponses differed from output product to output product. However, there were no more than two nonresponses for any individual output product.

A mean response was computed by assigning weights of 0, 1, 2, and 3 for not useful, somewhat useful, useful, and very useful, respectively. Responses of "don't know" were excluded from calculation of the mean response.

The responses are summarized in Table 3. Inspection of this table reveals that all products, except for the Historical Cost Trend, received a mean rating which fell in between "somewhat useful" and "useful." The Historical Cost Trend product received a mean rating slightly above "useful." The products with the five highest mean ratings were:

Response

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X

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Mean ,	Response	
Very	Useful Useful	!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!
	Useful	! ! !
Somewhat	Useful Useful	
Not	Useful	!!!!!
Don't	Know	1 1
Number of Don't Not	Respondents	

Product

A. Basic Inventory Data	32	က	2	&	13	9	1.79	(3)
B. Base Maintenance Material Cost	32	1	5	10	11	5	1.52	(13)
C. Base Maintenance Labor Cost	32	1	က	12	11	5	1.58	(12)
D. Annual Depot Maintenance Cost	32	1	2	12	12	2	1.65	(10)
E. Replacement Investment Cost	32	2	7	12	10	9	1.67	(7)
F. Packaging and Transportation Cost	32	2	7	15	7	7	1.37	(11)
G. Historical Annual LSC	32	က	1	12	7	6	1.83	(2)
H. Total (Fleet) O&S Cost	31	2	က	6	11	9	1.69	(2)
I. Total (Fleet) Cost	31	2	n	11	80	7	1.66	(6)
J. O&S Cost Per Item	31	2	က	7	15	7	1.69	(9)
K. LSC Per Item	31	2	က	7	13	9	1.76	(4)
L. 7 Change in Total O&S Cost	31	2	7	6	13	ო	1.52	(14)
M. 7 Change in Total LSC	31	2	4	10	12	ന	1.48	(15)
N. 7 Change in Per Item O&S Cost	31	1	3	14	10	ო	1.43	(16)
O. % Change in Per Item LSC Cost	31	1	က	16	80	က	1.37	(18)
P. Ratio of O&S Cost/Price	31	7	3	10	7	7	1.67	(8)
Q. Ratio of LSC Cost/Price	31	60	4	10	7	7	1.61	(11)
R. Historical Cost Trend	30	3	0	œ	10	6	2.04	(1)

¹Mean response was computed by assigning weights of 0, 1, 2, and 3 for not useful, somewhat useful, useful, and very useful, respectively. Respondents who responded "don't know" were excluded. Ranks based on the mean response are given in parentheses.

Table 3. Summary of Responses to Question 12.

Product	Mean Rating
Historical Cost Trend	2.04
Historical Annual LSC	1.83
Basic Inventory Data	1.79
LSC Per Item	1.76
Total (Fleet) Cost	1.69

Several respondents made suggestions as to how some products could provide more useful information. Their comments were:

Product

22

- a) Basic Inventory Data
 - Add nomenclatures: TMS & NSN.
 - Acquisition Price is helpful item here.
 - NSN meaningless, TMS meaningless, Std. Reporting designators meaningless!
- b) Base Maintenance Material Cost
 - Don't understand this report.
 - Meaningless without knowing what is included, Allocation Method, etc.
- c) Base Maintenance Labor Cost
 - Need to understand basis for "labor allocation factor."
 - Meaningless without knowing what is included, Allocation Method, etc.
 - Again. I don't have any warm fuzzies about the "Depot Level" type allocations going on. Usefulness of data for product substitutions/cost benefits seems limited.
- d) Annual Depot Maintenance Cost
 - NSN meaningless. Don't understand distinction between program cost and allocated depot maintenance cost.
 - Meaningless without knowing what is included, Allocation Method, etc.
 - Again. I don't have any warm fuzzies about the "Depot Level" type

allocations going on. Usefulness of data for product substitutions/cost benefits seems limited.

e) Replacement Investment Cost

- Spares costs, installation kits, Tech orders included?
- Don't understand derivation of Figures in "allocated replacement cost."

f) Packaging and Transportation Cost

- NSN meaningless, don't understand how figures are derived.
- Transportation costs from where to where? Better off taking weight and having local transportation office estimate.

g) Historical Annual LSC

- Figures seem distorted by large '82 expenditures on replacements.
- Again. I don't have any warm fuzzies about the "Depot Level" type allocations going on. Usefulness of data for product substitutions/cost benefits seems limited.
- Numbers on chart given make little logical sense. Replacement Investment cost ranges from \$6 to \$21,584. Base Maintenance Labor cost decreases one year. Trans & Packing Quadruples 81 to 82. Depot maintenance cost triples, Base Maint Material cost = 0.

h) Total (Fleet) O&S Cost

- If costs are relatively fixed, this ranking is totally dependent on # in inventory. No detail to verify this.

i) Total (Fleet) LSC

- If costs are relatively fixed, this ranking is totally dependent on # in inventory. No detail to verify this.

j) O&S Cost Per Item

- If costs are relatively fixed, this ranking is totally dependent on # in inventory. No detail to verify this.
- Need a sort by TMS sequence.

- Data included in 8206, Part 1.

k) LSC Per Item

- If costs are relatively fixed, this ranking is totally dependent on # in inventory. No detail to verify this.
- Need a sort by TMS sequence.
- Data included in 8206, Part 1.

1) % Change in Total O&S Cost

- If costs are relatively fixed, this ranking is totally dependent on # in inventory. No detail to verify this.

m) % Change in Total LSC

- If costs are relatively fixed, this ranking is totally dependent on # in inventory. No detail to verify this.

n) % Change in Per Item O&S Cost

- If costs are relatively fixed, this ranking is totally dependent on # in inventory. No detail to verify this.
- Need a sort by TMS sequence.

o) % Change in Per Item LSC Cost

- If costs are relatively fixed, this ranking is totally dependent on # in inventory. No detail to verify this.
- Need a sort by TMS sequence.

p) Ratio of O&S Cost/Price

- If costs are relatively fixed, this ranking is totally dependent on # in inventory. No detail to verify this.
- Need a sort by TMS sequence.

q) Ratio of LSC Cost/Price

- If costs are relatively fixed, this ranking is totally dependent on # in inventory. No detail to verify this.
- Need a sort by TMS sequence.

r) Historical Cost Trend

- Explain!
- Would be useful if costs given have credence.

Some general comments were:

- Significance of asterisked items is not explained.
- Ranking reports of no value. Large year-to-year variations in ranking make basic data and/or calculation methods suspect.
- Ranking reports should all be in either whole dollars or thousands.
 "Hundreds of dollars is difficult to work with & could inject errors.

One survey had extensive comments which are given in Appendix C.

Question 13. Overall, given the variety and content of the standard output products, how useful would the C-E system be in your current or future work?

13% Very Useful
56% Useful

19% Somewhat Useful

9% Not Useful

3% Don't Know

POTENTIAL C-E USERS (N=32) were requested to answer this question. There were no nonresponses. Of the 32 respondents, 28 (88%) indicated that the C-E system would be helpful in their current or future work. Of these 4 (13%) respondents indicated that this system would be very useful in their work.

Only 3 (9%) indicated that the C-E system would not be useful.

Question 14. The C-E system is currently a batch system which provides its output products on microfiche and paper, and in some instances on magnetic tape. Do you think the potential usefulness of the C-E system would be increased if the O&S cost information were available on-line?

68% Yes 32% No

POTENTIAL C-E USERS (N=32) were requested to answer this question. There was one nonresponse. Of the 31 respondents, 21 (68%) said that the potential usefulness of the C-E system would be increased if the O&S cost information were available on-line, while 10 (32%) said that on-line availability would not increase the potential usefulness of the C-E system.

Question 15. Have you seen a briefing or demonstration of COSTCASTER?

9% Yes 91% No

POTENTIAL C-E USERS (N=32) were requested to answer this question, and there were no nonresponses. Of the 32 respondents, only 3 (9%) indicated that they had seen a briefing or demonstration of COSTCASTER.

Question 16. Please indicate the potential usefulness of COSTCASTER to you in your current or future work.

16% Very Useful

39% Useful

16% Somewhat Useful

13% Not Useful

16% Don't Know

POTENTIAL C-E USERS (N=32) were requested to answer this question after reading Attachment 4, which provided a description of the COSTCASTER model. There was one nonresponse. Of the 31 respondents, 22 (71%) indicated that COSTCASTER would be helpful in their current or future work. Of these 5 (16%) respondents indicated that COSTCASTER would be very useful in their work. Only 4 (13%) indicated that COSTCASTER would not be useful.

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Question 17. If you have any additional comments on any topic in this questionnaire, please note them here.

POTENTIAL C-E USERS (N=32) were requested to answer this question. Of the 32 respondents, 7 (22%) provided additional comments. Their comments were:

- Referring to Question 13: Slightly off target for my work, which is engineering overview of programs and systems support.

 Referring to Question 14: If the data is updated frequently.
- Would like to obtain a description of the COSTCASTER model.
- I don't feel you can make intelligent management decision with a significant portion of O&S data missing (e.g., software).
- To be useful, I think an expert on VAMOSC would need to interface with user, to translate his questions into a form or report producible by VAMOSC, and to caveat results.
- I encourage you to make VAMOSC a better system.
- VAMOSC USES:

(5.5)

- 1. Questionable allocation methods.
- 2. Questionable data bases.
- Omits spares, installation kits, associated minor construction, documentation.
- What is the C-E population? Does it include ATE?

Question 18a. Would you like further information about the C-E system?

65% Yes 35% No

POTENTIAL C-E USERS (N=32) were requested to answer Question 18a. There was one nonresponse to this question. Of the 31 respondents, 20 (65%) indicated they would like further information about the C-E system. Respondents who answered "yes" to this question were requested to provide their name and address. However, not all of them did so. Desmatics provided the Office of VAMOSC with a list of those respondents for which this information was available.

Question 18b. Would you like further information about COSTCASTER?

69% Yes 31% No

POTENTIAL C-E USERS (N=32) were requested to answer Question 18b. There were no nonresponses to this question. Of the 32 respondents, 22 (69%) indicated that they would like further information about COSTCASTER.

Respondents who answered "yes" to this question were requested to provide their name and address. However, not all of them did so. Desmatics provided the Office of VAMOSC with a list of those respondents for which this information was available.

Question 18c. May we contact you by phone with more detailed questions or for explanations or clarifications concerning your responses?

87% Yes 13% No

POTENTIAL C-E USERS (N=32) were requested to answer Question 18c. There were two nonresponses to this question. Of the 30 respondents, 26 (87%) indicated that they were willing to be contacted for follow-up. However, it was not necessary for Desmatics to make any additional contacts with the respondents.

V. SUMMARY AND CONCLUSIONS

If the C-E system were truly a production system, there is little doubt that it would prove helpful in performing tasks which require O&S cost information on C-E equipment. Of the potential users identified by this survey, 88% thought that the C-E system would be helpful in their work (13% believed the system would be very useful, 56% believed it would be useful, and 19% believed it would be somewhat useful). In addition, 68% believed that the usefulness of the C-E system would be increased if its information were available on-line. Furthermore, 71% thought that the COSTCASTER model would be helpful.

The ratings of the system output products, in terms of usefulness, were also positive. The Historical Cost Trend report was rated the most useful of the output products, followed by the Historical Annual LSC report. Thus, major interest appears to be in having O&S cost data portrayed for a period of years. Based on this observation, it is reasonable to assume that the relatively high assessment of the usefulness of the COSTCASTER model was due, in part, to the fact that it is designed to provide such data both in tabular and graphical form. The interest in having data portrayed over a number of years is not surprising in view of the fact that the tasks performed by at least 50% of the potential users (systems comparison, life cycle cost modeling/forecasting, trade-off analysis, logistics forecasting/management, reliability/maintainability) tend to require such information.

A need was expressed for supporting documentation describing the cost categories on the 0&S Cost Report. This emphasizes the need for C-E system users to be familiar with the user's manual or for cost category descriptions

to be given on the cost report itself.

In general, respondents said that the level of visibility within the major cost groupings was adequate for their work. Further, a need for O&S cost information was indicated at both the end item and recoverable component levels. Although nearly 60% of the potential users indicated that they do not currently have access to C-E O&S cost information, only 6% said that they had never heard of the Air Force C-E system. Thus, a large portion of potential users, although aware of the C-E system, did not attempt to utilize a system they judged to be helpful.

It must be stressed, however, that in order for the C-E system to be helpful in practice, as well as in theory, it must produce output products which provide accurate and complete cost information. Unfortunately, the system was placed in operation while it still contained significant defects. Although corrections to a number of those defects have been specified, they do not include the most significant ones. These involve deficient depot and base-level maintenance input data. The Office of VAMOSC has decided, therefore, to suspend operation of the C-E system. Thus, the survey results are currently moot. However, should the decision be reversed in the future, the information obtained through this survey should prove of value to the Office of VAMOSC in assessing the usefulness of the C-E system products and possible modifications that should be made to those products.

APPENDIX A: INITIAL LETTER AND ATLACEMENT

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DEPARTMENT OF THE AIR FORCE

HEADQUARTERS UNITED STATES AIR FORCE
WASHINGTON, D.C. 20330-5130

REPLY TO

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28 August 1986

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BUBJECT:

GROUND COMMUNICATIONS-ELECTRONICS (C-E) SYSTEM

ro: See Distribution List

- 1. The Ground Communications-Electronics (C-E) System, D160A, tracks Operating and Support costs for Air Force ground communications-electronics and meteorological equipment. A brief overview of the C-E system is attached.
- 2. HQ AFLC/MML has tasked Desmatics, Inc. to identify potential users of the C-E system and to collect their opinions on the content and form of system products. This information is essential if the system is to provide high quality pertinent information to its users.
- 3. Your help in identifying potential users of C-E system information would be greatly appreciated. If you know of any office (including yours) who are currently using O&S cost data for Air Force C-E equipment, or who may have need for such data, please provide their names and addresses below. Return this form in the enclosed envelope as soon as possible so that we may contact those you have indicated. Questions may be directed to Lt Ricky Burden, AFLC/MML (VAMOSC), AUTOVON 787-4963.

NATIONAL ANGUARDA LAMPTOR R

Deputy, Acquisition Logistics & Communications Group

Dir, Maintenance & Supply

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1. Distribution List

2. C-E Systems

Name

Mailing Address

Phone Number

An Overview of the Ground Communications-Electronics (C-E) System

The Ground Communications-Electronics (C-E) system (DSD D160A) is a component of the Air Force Visibility and Management of Operating and Support Costs (VAMOSC) system. The purpose of the C-E system is to report operating and support costs of ground C-E equipment at the Type Model Series (TMS) level. The C-E system obtains the majority of its input data from other Air Force systems which provide cost, manpower, and maintenance information.

Because cost data is generally not available at the TMS level, the C-E system allocates shares of common costs to each TMS on an equitable basis by means of several algorithms appropriate to the type of data available.

The C-E system is designed to provide operating and support costs in the following categories:

- 1. Operations Personnel (not currently implemented)
- 2. Base Maintenance Personnel
- 3. Administrative Personnel
- 4. Supply Support Personnel
- 5. Fuel (not currently implemented)
- 6. Maintenance Material
- 7. Utilities
- 8. Depot Maintenance
- 9. Replacement Investment
- 10. Base Operations Support
- 11. Real Property Maintenance
- 12. Communications
- 13. Temporary Duty
- 14. Permanent Change of Station
- 15. Medical
- 16. General Depot Support
- 17. Transportation and Packaging
- 18. Engineering Support
- 19. Advanced Training (not currently implemented)

Further information about the C-E system may be obtained by contacting the C-E Action Officer, Lt Ricky Burden, HQ AFLC/MML(VAHOSC), AV 787-4963.

APPENDIX B: SURVEY AND ATTACHMENTS

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THE AIR FORCE GROUND COMMUNICATIONS-ELECTRONICS (C-E) SYSTEM:

A SURVEY OF USER REQUIREMENTS

The Ground Communications-Electronics (C-E) system is a component of the Air Force Visibility and Management of Operating and Support Costs (VAMOSC) system. The C-E system is designed to provide operating and support (O&S) cost information on ground communications-electronics and meteorological equipment at the Type Model Series (TMS) level.

The Air Force Office of VAMOSC, HQ AFLC/ACCV, has tasked Desmatics, Inc. to develop the attached questionnaire to obtain comments and suggestions from potential users of the C-E system. This information will be used to modify or develop system output products to meet user requirements.

The Office of VAMOSC and Desmatics would greatly appreciate receiving your response to this questionnaire. To complete it, you will need to refer to the four attachments provided. These attachments are:

- 1. An Overview of the C-E System
- 2. A Description of C-E System Output Products
- 3. Samples of C-E System Standard Products
- 4. A Description of the COSTCASTER model

When you have completed this questionnaire, please return it in the envelope provided to:

Desmatics, Inc. P.J. Box 618 State College, PA 16804

Name	<u> </u>
Address	Optional
Commercial Phone No.	
Who is your current employer?	
Air Force Dept. o Army Dept. o Navy Other,	f Defense f Defense contractor please specify:
Which of the following tasks your work? Please check all	involving C-E equipment do you perform in that apply.
My work does not involve	C-E equipment
	_
Frade-off analysis Budget preparation	forecasting ty studies agement gement ing or conceptual) nce agreements (warranties, maintenance
Life cycle cost modeling/	forecasting
Reliability/maintainabili	ty studies
Logistics forecasting/man	agement
Manpower forecasting/mana	gement
Systems comparison (exist	ing or conceptual;
Evaluate product performa	nce agreements (warranties, maintenance
agreements, etc.)	
1011 3401.113310113	
Other(s), please specify:	
Do you now have (or do you an information on C-E equipment?	ticipate in the future) a need for O&S cost
	ease stop here and return your questionnaire

SOURCE DESCRIPTION OF SECRETARIES OF

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5.	information on C-E equipment? Check all that apply.
	End Item Level Recoverable Component Level Other (Please specify)
6.	Where do you currently obtain your C-E O&S cost information?
	I do not currently have access to C-E 0&S cost information. I obtain C-E 0&S cost information from (please specify):
7.	Are you familiar with the Air Force VAMOSC C-E system? I had never heard of the C-E system prior to this survey. I had heard of the C-E system prior to this survey, but I had not seen any C-E system output products. I had heard of the C-E system and had seen some C-E system output products prior to this survey. I had used the C-E system output products prior to this survey.
an Att	ore continuing with Question 8, please review Attachment 1 (which provides overview of the C-E system and its cost categories) and the first page of achments 2 and 3 (which provide a description and example of the C-E $0\&S$ t Report, the principal standard product of the C-E system).
8.	Please indicate the potential usefulness of the C-E O&S Cost Report to you in your current or future work. Very Useful Somewhat Useful Not Useful Don't Know

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9.	Is the level of visibility within the major cost groupings adequate for your current (or future) work, or is more cost visibility required in some area(s)?
	Visibility is Adequate More Visibility Required (Please indicate where it is required.)
10.	(a) Could you use the information in the O&S Cost Report without any supporting documentation describing the cost categories on the report?
	Yes No
	(b) If your answer was "No," are the descriptions of the cost categories provided in Attachment 1 detailed enough for your needs?
	Yes No (Please indicate what needs to be added to the descriptions.)
11.	Do you have any suggestions for additions, deletions, or modifications on the O&S Cost Report that you did not mention in Question #9? If so, please note them here.

Before continuing with Question 12, please review the remaining pages of Attachments 2 and 3, which describe and give samples of the other C-E system standard products.

- 12. Using the scale below, please rate the potential usefulness of the output products to you in your current or future work, and note any suggestions or comments you may have, identifying specific products by letter. (Use back of page if more space is needed.)
 - 1 Very Useful
 - 2 Useful
 - 3 Somewhat Useful
 - 4 Not Useful
 - 5 Don't Know

LOGISTIC SUPPORT COST REPORTS:

(a)	Product Basic Inventory Data (Attachment 3, page 2)	Rating	Suggestions	and/or	<u>Comments</u>
(b)	Base Maintenance Material Cost (Attachment 3, page 2)				
(c)	Base Maintenance Labor Cost (Attachment 3, page 3)				
(d)	Annual Depot Maintenance Cost (Attachment 3, page 3)				
(e)	Replacement Investment Cost (Attachment 3, page 4)				
(f)	Packaging and Transportation Cost (Attachment 3, page 4)				
(g)	Historical Annual LSC (Attachment 3, page 5)				

12. (Continued)

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- 1 Very Useful
- 2 Useful
- 3 Somewhat Useful
- 4 Not Useful
- 5 Don't Know

RANKING REPORTS AND HISTORICAL COST TREND REPORT:

	Product	Rating	Suggestions and/or Comments
(h)	Total (Fleet) O&S Cost (Attachment 3, page 6)		
(i)	Total (Fleet) LSC (Attachment 3, page 7)		
(j)	O&S Cost Per Item (Attachment 3, page 8)		
(k)	LSC Per Item (Attachment 3, page 9)		
(1)	% Change in Total O&S Cost (Attachment 3, page 10)		
(m)	% Change in Total LSC (Attachment 3, page 11)		
ומי	7 Change in Per Item 05S Cost (Attachment 3, page 12)		
(0)	Change in Per Item LSC Cost (Attachment 3, page 13)		
(p)	Ratio of O&S Cost/Price (Attachment 3, page 1+)		
(p)	Ratio of LSC Cost/Price (Attachment 3, page 15)		
(r)	Historical Cost Trend (Attachment 3, page 15)	_	

13.	Overall, given the variety and content of the standard output products, how useful would the C-E system be in your current or future work?
	Very Useful Useful Somewhat Useful Nct Useful Den't Know
14.	The C-E system is currently a batch system which provides its output products on microfiche and paper, and in some instances on magnetic tape Do you think the potential usefulness of the C-E system would be increased if the O&S cost information were available on-line?
	Yes No
desc	re continuing with Question 15, please review Attachment 4, which ribes COSTCASTER, a cost-prediction and trade-off model for Air Force nd C-E equipment.
15.	Have you seen a briefing or demonstration of COSTCASTER?
	Yes No
16.	Please indicate the potential usefulness of COSTCASTER to you in your current or future work.
	Very Useful Useful Somewhat Useful Not Useful Don't Know

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17. If you have any additional comments on any topic in this questionnaire, please note them here.	
10 (a) Want to any 1th a formular information when the C.F. man 2	
l8. (a) Would you like further information about the C-E system?	
Yes No	
(b) Would you like further information about COSTCASTER?	
Yes No	
(c) May we contact you by phone with more detailed questions or for explanations or clarifications concerning your responses?	
Yes No	
If you answered any of Questions 18 (a), (b), or (c) "yes," please make sure	
you have completed Question 1.	
Thank you for completing this questionnaire. Please return it in the enveloprovided to:	Þ
Desmatics, Inc.	
P.O. Box 618 State College, PA 16804	

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ATTACHMENT 1

Overview of the Ground Communications-Electronics (C-E) System

The Ground Communications-Electronics (C-E) system (DSD D160A) is a component of the Air Force Visibility and Management of Operating and Support Costs (VAMOSC) system. The purpose of the C-E system is to report and retain over their respective life cycles, the annual operating and support costs of ground communications-electronics and meteorological equipment. Costs are reported at the Type Model Series (TMS) level.

The C-E system obtains the majority of its input data from other Air Force systems which provide cost, manpower, and maintenance information. Because cost data is generally not available at the TMS level, the C-E system allocates shares of common costs to each TMS on an equitable basis by means of several algorithms appropriate to the type of data available. The system is designed to provide operating and support costs in nineteen categories grouped as follows:

- 1. Unit Mission Personnel
 Operations Personnel (not currently implemented)
 Base Maintenance Personnel
 Administrative Personnel
 Supply Support Personnel
- Unit Level Consumption
 Fuel (not currently implemented)
 Maintenance Material
 Utilities
- 3. Depot Maintenance
- 4. Replacement Investment
- 5. Installation Support
 Base Operations Support
 Real Property Maintenance
 Communications

- 6. Indirect Personnel
 Temporary Duty
 Permanent Change of Station
 Medical
- 7. Depot Non-Maintenance
 General Depot Support
 Transportation and Packaging
 Engineering Support
- 8. Advanced Training (not currently implemented)

The content of each of these categories is briefly defined below.

1. Unit Mission Personnel

These costs are the allocated pay and allowances (retirement, leave, holiday, etc.) of the four types of C-E mission personnel listed below together with their duties:

Operations Personnel: operate C-E equipment.

Base Maintenance Personnel: perform base-level maintenance on C-E equipment.

Administrative Personnel: provide administrative support for the C-E unit.

<u>Supply Support Personnel</u>: provide a liaison between the C-E base maintenance organization and base supply.

2. Unit Level Consumption

Fuel: the allocated cost of fuel for each TMS which requires fuel for operation (e.g. TMSs powered by fuel-consuming generators).

Maintenance Material: the cost of consumable maintenance material for base-level maintenance for a TMS.

Utilities: the allocated cost of centrally produced or purchased electricity for operation of a TMS.

3. Depot Maintenance

Depot Maintenance: the allocated costs of depot-level maintenance or modification of TMSs and their recoverable components at centralized DoD repair depots and contractor repair facilities, or on site with mobile depot maintenance teams.

4. Replacement Investment

Replacement Investment: the allocated cost of reparable spares to replace recoverable components which are beyond economical repair.

5. Installation Support

Base Operating Support (BOS): the allocated cost of various services (such as installation administration, comptroller activities, food services, and recreational activities) provided to C-E unit mission personnel.

Real Property Maintenance (RPM): the allocated cost of maintaining and operating real property facilities.

Communications (COM): the allocated cost of base communications services.

6. Indirect Personnel Costs

Temporary Duty (TDY): the allocated cost of moving C-E mission personnel to and from temporary duty stations for periods not to exceed eighty nine days.

Permanent Change of Station (PCS): the allocated cost of moving military C-E mission personnel to permanent duty locations.

Medical: the allocated cost of medical and dental care for military C-E mission personnel and their dependents.

7. Depot Non-Maintenance

General Depot Support (GDS): the allocated cost of functions which support depot maintenance activities. These functions include supply operations, inventory control point operations, and central procurement agencies.

Engineering Support: the allocated cost of depot-level contracted service engineering for safe system operation.

Transportation and Packaging (T&P): the allocated cost of packing and shipping a TMS or any of its components to a depot for repair, and back to the user. Also included is the cost of shiping replacement parts from supply points to users.

8. Advanced Training

Advanced Training: the cost for specialized training over and above basic training, usually on specific C-E end items.

ATTACHMENT 2

C-E System Output Products

The C-E system produces a number of standard products annually. The principal standard product is the C-E O&S Cost Report. There are, in addition, seven logistic support cost reports and ten ranking reports. Finally, there is a report containing a historical listing of rankings by TMS. Costs are reported in then year dollars in all cases. Reports are available on paper or microfiche, with history file data also available on magnetic tape. Also available to users on request is a set of Demand Products. This is a set of 24 tables and intermediate data base files containing the letailed information used to build the standard products. These are available either on microfiche or magnetic tape.

The standard output products, together with a brief description of the data they contain, are listed in the following subsections. A sample of each of these products is in Attachment 3.

1. C-E Operating and Support (O&S) Cost Report

A sample C-E O&S Cost Report is on page 1 of Attachment 3. One such report is produced for each TMS costed by the C-E system. The five cost categories marked by a double asterisk, Base Maintenance Personnel. Maintenance Material. Depot Maintenance, Replacement Investment, and Transportation and Packaging are collectively known as Logistics Support Costs (LSC).

2. C-E Logistic Support Cost Reports

There are seven Logistic Support Cost reports for each TMS costed by the C-E system. These products are listed below, and samples are shown on pages 2-5 in Attachment 3.

Page 2: C-E Basic Inventory Data Report

C-E Base Maintenance Material Cost Report

Page 3: C-E Base Maintenance Labor Cost Report

C-E Annual Depot Maintenance Cost Report

Page 4: C-E Replacement Investment Cost Report

C-E Packaging and Transportation Cost Report

Page 5: C-E Historical Annual LSC Report

3. C-E Ranking Reports

There are ten individual C-E Ranking Reports. Samples are on pages δ -15 in

Attachment 3. Rankings are based on the following data:

Page 6: Total O&S cost

Page 7: Total LSC

Page 8: 0&S cost per item

Page 9: LSC per item

Page 10: Percentage change in O&S cost from the previous year

Page 11: Percentage change in LSC from the previous year

Page 12: Percentage change in per item 0&S cost from the previous year

Page 13: Percentage change in per item LSC from the previous year

Page 14: Ratio of O&S cost per item/Acquisition price

Page 15: Ratio of LSC per item/Acquisition price

4. The C-E Historical Cost Trend Report

This report, shown on page 16 of Attachment 3, contains the consolidated ranking information for O&S cost and LSC over a ten-year period. One such report is produced for each TMS costed by the C-E system.

ATTACHMENT 3

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C-E System Standard Products

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0-D160A-H3A-AX-MH3 PAGE 237 AS OF: 09-30-84	B4 217 CATEGORY TMS SUBTOTAL TOTAL	1.868.083		3,264	506° E06° E06° E06° E06° E06° E06° E06° E	1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1	118,510	* * * * * * * * * * * * * * * * * * *
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MML(VAMOSC) OPERATING AND SUPPORT HAF-LEY(A)8117 COST REPORT	TMS GSHO35 NOMENCLATURE RECORDER-REPRODUCER WORLDWIDE INVENTORY 370	LANIT MISSION PERSONNEL OPERATIONS PERSONNEL ** ** BASE MAINTENANCE PERSONNEL UNIT ADMINISTRATIVE PERSONNEL SUPPLY SUPPORT PERSONNEL	UNIT LEVEL CONSUMPTION FUEL ** A MAINTENANCE MATERIAL ELECTRIC UTILITIES	K JK REPLACENENT INVESTMENT	INSTALLATION SUPPORT BASE OPERATING SUPPORT REAL PROPERTY MAINTENANCE COMMUNICATIONS	INDIRECT PERSONNEL COST TEMPORARY DUTY (TOY) COST PERMANENT CHANGE OF STATION MEDICAL (HEALTH CARE)	DEPOT NON-MAINTENANCE GENERAL DEPOT SUPPORT ENGINEERING SUPPORT ** TRANSPORTATION AND PACKAGING	ADVANCED TRAINING OPERATING AND SUPPORT COST - THS GSHO35

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C-E O&S COST REPORT

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C-E BASIC INVENTORY DATA REPORT

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Q-0160A-03f-0M-M03 AS OF: DATE 07128/85 COMMUNICATIONS - ELECTRONICS GASE MAINTENANCE MATERIAL COST TMS: 65H035 ACS HAF-LEV (AR) 8123 * 9 JC • DECAMORINA

PAGE 1

MORMALIZED EASE MAINTENANCE MATERIAL CUST AVERAGE ANNUAL INVENTORY 369.75 BASE MAINTENANCE NATERIAL COST 132 4 2

C-E BASE MAINTEMANCE MATERIAL COST REPORT

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PAGE 1	19-30-84	NORMALIZED BASE LAGOR COST	\$ 2,581	
Q-0160A-03E-DM-MD3	AS OF:	AVERAGE ARNUBL INVENTORY	369.75	
		BASE LABOR	\$ 954,421	
DATE 07/28/86		TOTAL AFSC LAGOR COST	\$56,708,193	
808 COST		BASE LABOR ALLOCATION FACTOR	910.	
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C-E BASE MAINTENANCE LABOR COST REPORT

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)5014 / /il	ANNUAL DEPOT MAINTENANCE COSTS DATE	07/28/86	DATE 07/28/86 0-0160A-058-0M-
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NORMALIZED ALLOCATED COSTS	2222
AVERAGE Annual Inventory	369.75 369.75 369.75 369.75 369.75
ALLOCATED DEPOT MAINTENANCE COSTS	\$ 254,20 8 0 0 8 0 8 0 8
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C-E AMMUAL DEPOT MAINTENANCE COST REPORT

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C-E REPLACEMENT INVESTMENT COST REPORT

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₹ 60] 1 ★) See Market	R(S HAF-LEY(AR)8124

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C-E PACEAGING AMP TRANSPORTATION COST REPORT

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C-E HISTORICAL ANNUAL LSC REPORT

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RANKING REPORT: TOTAL LSC

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RANKING REPORT: 05S COST PER ITEM

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RANKING REPORT: PERCENTAGE CHANGE IN 0.6S COST FROM THE PREVIOUS YEAR

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RANKING REPORT: PERCENTAGE CHANGE IN LSC FROM THE PREVIOUS YEAR

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RANKING REPORT: PERCENTAGE CHANGE IN PER ITEM LSC FROM THE PREVIOUS YEAR

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RANKING REPORT: RATIO OF LSC PER ITEM/ACQUISITION PRICE

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C-E HISTORICAL COST TREND REPORT

ATTACHMENT 4

COSTCASTER: COST-PREDICTION/TRADE-OFF MODEL FOR GROUND C-E EQUIPMENT

COSTCASTER is a computerized cost analysis decision aid developed for the Air Force Logistics Command by Desmatics, Inc. It helps in deciding whether to modify, replace or retain items of Air Force ground communications—electronics (C-E) equipment.

COSTCASTER, which has been implemented in prototype form on the Zenith Z-100 and IBM PC microcomputers using LOTUS 1-2-3 software, is designed for ease of use even by persons having no computer experience. Menus are displayed at every major decision point to guide the user through the interactive cost analysis sessions.

COSTCASTER is designed to use a historical data base of operating and support (O&S) cost information derived from the Air Force VAMOSC system.

COSTCASTER uses statistical methods to predict O&S costs for individual types of C-E equipment items based on the historical cost data.

COSTCASTER trade-off analysis allows the user to compare the predicted O&S costs for an existing item of equipment with the costs expected to be incurred by an alternative item (i.e., a replacement or modification). To perform a trade-off analysis, the user provides estimates of a few quantities, such as the expected economic life of the alternative item. (Default estimates, supplied by COSTCASTER, may be used if desired.) COSTCASTER makes it easy for the user to experiment with alternative sets of estimates and to assess the results.

COSTCASTER provides immediate output in the form of tables and graphs which summarize the results of the cost prediction and trade-off analysis. These tables and graphs, which are displayed on the computer screen, may also be output on the printer.

APPENDIX C: DETAILED COMMENTS FROM ANY APPLIANCE.

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Desmatics, Inc. P.O. Box 618 State College, Pennsylvania 16804

Dear Gentlemen:

The attached questionnaire you provided for our review has been completed per your request. In addition to the responses to the questionnaire, we believe a number of issues/problems must be addressed before a viable C-E cost data base can be established.

- a. Aggregation Process. There are no reports which aggregate the equipment level data to a system level and/or a base level. This situation, in addition to providing gaps in the data, exacerbates the allocation problem.
- b. Allocation Process. A total of 13 cost elements listed in attachment 1 were obtained through an allocation process rather than a direct measure. While I understand the necessity for deriving cost expenditures by allocation, this should not be done unless a logical basis for the allocation can be established. Some costs are not allocatable below the system and base level. To artificially allocate these costs below this level tends to distort the data and mask the uniqueness of costs associated with each item of equipment.
- c. Logistics Support Costs. Aggregating costs by general categories, such as, logistics support cost, decreases clarity and leads to misuse of the data. Logistics support cost is a much used term whose meaning varies with each application. Although it could be adequately defined for your use, its misuse in other applications would continue to confuse the users and lead to misuse of the data.
- d. Missing Data Elements. There are a number of data elements which do not appear in any of the reports furnished. While not all equipment would incur expenditures in all of these cost elements, some equipments would incur costs and in many cases these costs would be significant. The following elements should be included: TCTO (procurement and installation), engineering change proposals or sustaining engineering, contract unit level support, support equipment replacement and spares.

Generally, the formats presented appear to be designed to maximize the page output. Data is fragmented and redundant headings are repeated. This

makes the data awkward to use and time consuming to retrieve. An effort should be made to maximize the data density and group similar systems for ease in comparative analyses.

The foregoing comments do not detract from the usefulness of the data, however, the failure to accommodate these concerns will severely limit the utility of the C-E VAMOSC system.

Enclosures: As Stated

cc: AFLC/ACCV

ATTACHMENT TO C-E OUESTIONAIRE

12a. It would appear that quarterly inventory changes at the NSN level of detail would be too finite for use by cost analysts and item managers would have this information from existing reports. This data should be aggregated to an annual basis and probably limited to the top five cost drivers.

12b. The format for this report appears rather ackward to use. Is the "normalized" column a cost per unit? Is this a trend report listing all fiscal years in the data base? Would it be more appropriate to organize this type of data by base rather than by TMS? Aggregated data by TMS should be listed in the following format for efficient retrieval.

TMS	<u>FY</u>	Cost Element	Cost Element	Total
GSH035	84	-	-	-
	85	-	-	-
	86	-	-	-
SSTS831	84	-	-	-
	85	-	-	-
	86	-	-	-

As a general rule the more dense the data, the easier it is to use.

12c. See 12b, for format. If this report is intended to be AFSC specific, an additional column can be added. The Total Annual Direct manhours/AFSC appears to be out of place. If this information is useful suggest a separate report listing all AFSCs. The Base Labor Allocation Factor shows no relationship to other data in the report. How is this factor used?

12d. This report appears to list all LRUs of the end item regardless of depot activity. Suggest the the report be limited to only those having some depot action and that the TMS listed in the first column. Further suggest a sequence be established for the TMS listings and used throughout the reports (except those reports that rank), The recoverable allocation factor should be the percentage of units repaired against the units condemned. This factor times the quantity times the unit costs (see 8118 report) should provide the replenishment spares costs. When NSNs are common to more than one system (both C-3 and others) the allocation factor should be indicated. This factor could be based on end item inventory, operating hours, repairable generations of the specific systems (NRTS), etc. Allocated Depot Maintenance Costs should be broken into Maintenance, Overhead and Material Management; one based on the workload and the other on an item count. If the source data permits, the program costs should be broken into labor and material.

<u> 22210, 22226660, 255655510, 722622240, 22222340</u>

12e. This report should be combined with 8120.

12F. What constitutes a "one-way" and round trip? Why is Recon Alloc Factor listed on this report? Why are the allocated Pkg and Trans Cost normalized on the inventory and not the quantity shipped? If the inventory does not vary with the line entries it should be listed in the heading; only items that vary should be listed in the columns.

12g. TMS should be listed in column 1.

12r. To improve the utility of this historical data suggest it be condensed to one line per fiscal year. The format could be as follows:

Item	FY	Inn.	O&S COSTS	Logistics Costs
	82	359	110,496	85,585
	83	368	94,667	8,964
	84	369	35,104	12,836

etc.

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The percent change and ranking, although of value on the annual reports, serve no purpose in a report of a ten year cost trend. This condensed data will provide the trend at a glance and will greatly facilitate the retrieval and use of the data.

END FIMED FEB. 1988 TIC